Analysis of Factors Affecting Patient Satisfaction of Social Health Insurance Administration Body Participants Non-Beneficiaries of Contribution Assistance at Kasih Ibu Lhokseumawe Hospital Year 2022

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Abstract

Patient satisfaction is an important and main thing that must be the attention of health facilities in providing their services. Factors that affect inpatient satisfaction are as follows: doctor services, nursing services, medical support services, administrative services, inpatient room facilities. This study aims to analyze the factors that affect patient satisfaction of Social Security Organizing Agency Non- Beneficiaries of Contribution Assistance Recipients participants at Kasih Ibu Lhokseumawe Hospital in 2022. The location of this study was conducted at Kasih Ibu Hospital which is located at Jalan Merdeka No. 17 Lhokseumawe City.The number of samples in the study was 207 hospitalized patients. This study uses multiple logistic regression test analysis with modeling at the level of meaning p < 0.05 and CI (Confidence Interval) and the variables that are model candidates have p values < 0.25. Next to find out the significant variables using a confidence interval of 95% (□=0.05). Doctor services, nursing services, drug availability, inpatient room facilities, health worker competency facilities, Nurse service variables are the most dominant variables affecting patient satisfaction of Social Health Insurance Administration Body participants who are non-recipients of contribution assistance at Kasih Ibu Lhokseumawe General Hospital.

Keywords : External Factors, Internal Factors, Patient Satisfication, Participants

INTRODUCTION

Patient satisfaction is an important and main thing that must be the attention of health facilities in providing their services (Jaya et al., 2020). The success of services provided in health facilities is the level of patient satisfaction (Mastuti et al., 2021). Surveys prove that not every patient who feels disappointed with the service he receives from the hospital is willing to make a complaint (Hilda, 2019). This means that even if the patient does not submit a complaint, it is not automatically considered that the patient is satisfied (Rahmadani, Indar, 2021). Employees are the principal capital in an organization. Employees have an important role in determining the success of an organization because the main function of employees is to implement, design, manage, and evaluate the activities carried out (Bowo & Cecep, 2019; Nursalam, 2020). Good health services are produced by hospital employees who have great motivation at work (Hafizurrachman, 2019; Wibowo, 2020). Motivation is a crucial thing in a job because with motivation in each employee,

employees will be enthusiastic and work hard in achieving great work productivity (Hafizurrachman, 2019).

Since the start of the era of National Health Insurance organized by the Health Insurance Organizing Agency or Social Security Organizing Agency, various problems have arisen and still need to be evaluated at Advanced Health Facilities, patients still need to be given explanations and socialization about Social Health Insurance Administration Body procedures that often change, and other problems (BPJS, 2021; Pohan, 2018) . The lack of socialization about this is one of the main reasons for the many patient complaints against Social Security Organizing Agency services in hospitals (Virgint, et al., 2020).One of the private hospitals in Medan City is Materna Hospital located on Jl. Teuku Umar No. 11, Petisah Tengah, Medan with class C type. The provision of health services at this hospital is supported by 137 employees. Based on a preliminary survey on employee motivation through interviews, the results of interviews with 10 employees provided information that providing services to patients made them sometimes experience fatigue at work so work motivation decreased (Aditama, 2020; Purnomo, 2019; Purwanto, 2020). Based on this, motivation is needed for employees, both motivation from within themselves such as passion and enthusiasm for work, and from outside themselves such as the atmosphere of the environment and working relationships with fellow health workers (Alamri, 2018). Another factor that employees complain about is that the provision of rewards from the hospital is still lacking, which has an impact on the lack of motivation to work employees (Hakim & Suryawati, 2019).

The preliminary survey conducted by researchers by observing inpatients at Kasih Ibu Hospital Lhokseumawe and asking 20 inpatients with Social Security Organizing Agency non beneficiaries of contribution assistance (independent) payment system about their level of satisfaction while receiving treatment at Kasih Ibu Hospital Lhokseumawe. The provisional results found that as many as 11 people were satisfied with the services they received while being treated at Kasih Ibu Lhokseumawe Hospital, while 9 others were dissatisfied and complained about the services received such as doctors being slow to come to visit, nurses were less responsive and less friendly with patients and families, long-winded administrative services.

METHODS

This study is a quantitative research using descriptive analysis with a cross-sectional design. The survey study aims to analyze the factors that affect patient satisfaction of Social Security Organizing Agency Non-Contribution Assistance Recipients participants. Data collection is

carried out based on the type of research data, namely primary data and secondary data through questionnaire methods and literature studies. The data analysis to be carried out is univariate, bivariate, multivariate analysis. Bivariate data analysis is intended to analyze the relationship between independent variables and dependent variables using chi-square statistical testing with a $p<0.05$ value expressed as significant. Multivariate analysis in this study was used in reviewing the effect between independent variables on dependent variables. The statistical test used is multiple linear regression. Multivariate analysis was conducted to determine the most dominant factors that affect the satisfaction of hospitalized Non-beneficiaries of contribution assistance Social Security Organizing Agency patients. This study uses multiple logistic regression test analysis with modeling at the level of meaning $p < 0.05$ and CI (Confidence Interval) and the variables that are model candidates have p values < 0.25 (Sugiyono, 2017, 2019).

RESULTS

Univariate Analysis

Based on the results of the study, the characteristics of respondents can be seen in the following table.

Table 1 Frequency Distribution of Respondents Based on Characteristics at Kasih Ibu Lhokseumawe Gene Hospital

Variable	Frequency	%
Age (years)		
20 – 40 years old	54	26,1
41 – 60 years old	153	73,9
Gender		
Male	94	45,4
Female	113	54,6
Recent Education		
High (SMA, S1, S2)	159	76,8
Low (SD & SMP)	48	23,2
Marital Status		
Married	201	97,1
Widow	2	1
Widower	4	1,9
Job		
Work	98	47,3
No work	109	52,7

Table 4.1. Above it is known that most respondents aged 41-60 years as many as 153 people (73.9%), a small number aged 20-40 years as many as 54 people (26.1%). Based on gender, most of the

respondents were female as many as 113 people (54.6%), a small number of male as many as 94 people (45.4%). Based on education, most of the respondents' education in the high category (SMA, S1, S2) was 159 people (76.8%), a small part of respondents' education in the low category (elementary and junior high school) was 48 people (23.2%). Based on marital status, most respondents were married as many as 201 people (97.1%), a small number of respondents were widows as many as 2 people (1.0%). Based on employment, most respondents did not work as many as 109 people (52.7%), a small percentage of respondents worked as many as 98 people (47.3%).

Based on the results of the study, the variables of doctor services, nurse services, medical support services, administrative services, timely services, drug availability, inpatient room facilities, health worker competence and patient satisfaction can be seen in the following table.

Table 2. Frequency Distribution of Respondents Based on Variables of Doctor Services, Nurse Services, Medical Support Services, Administrative Services, Timely Services, Drug Availability, Inpatient Room Facilities, Health Worker Competence and Patient Satisfaction at Kasih Ibu Lhokseumawe General Hospital

No.	Doctor's Service	F	%
1.	Good	140	67,6
2.	Bad	67	32,4
No.	Nurse's Service	f	%
1.	Good	133	64,3
2.	Bad	74	35,7
No.	Medical Support Service	f	%
1.	Good	138	66,7
2.	Bad	69	33,3
No.	Administration Service	f	%
1.	Good	141	68,1
2.	Bad	66	31,9
No.	Timely Service	f	%
1.	Good	140	67,6
2.	Bad	67	32,4
No.	Availability of the Drugs	f	%
1.	Good	131	63,3
2.	Bad	76	36,7
No.	Inpatient Facilities	f	%
1.	Good	138	66,7
2.	Bad	69	33,3
No.	Competence of Health Workers	f	%
1.	Good	123	59,4
2.	Bad	84	40,6
No.	Patient Satisfication of Social Security Organizing Agency Non-Beneficiaries of Contribution Assistance Participants	f	%
1.	Satisfied	128	61,8
2.	Dissatisfied	79	38,2

Table 4.2. Above it is known that most respondents stated that doctor services in the good category were 140 people (67.6%), a small part stated less good 67 people (32.4%). Based on nurse services, most respondents stated that nurse services were in the good category of 133 people (64.3%), a small number stated that 74 people were not good (35.7%).

Based on medical support services, most respondents stated that medical support services in the good category were 138 people (66.7%), a small number stated less good 69 people (33.3%). Based on administrative services, most respondents stated that administrative services were in the good category of 141 people (68.1%), a small part stated that 66 people were not good (31.9%).

Based on timely service, most respondents stated timely service in the good category of 140 people (67.6%), a small part stated less good 67 people (32.4%). Based on drug availability, most respondents stated the availability of drugs in the good category of 131 people (63.3%), a small part stated in the category of less 76 people (36.7%).

Based on inpatient room facilities, most respondents stated that inpatient room facilities were in the good category of 138 people (66.7%), a small part stated that 69 people were not good (33.3%). Based on the competence of health workers, most respondents stated the competence of health workers in the good category of 123 people (59.4%), a small part stated in the category of less 84 people (40.6%). Based on patient satisfaction of Social Security Organizing Agency participants who are non-beneficiaries of contribution assistance at Kasih Ibu Lhokseumawe General Hospital, it shows that most respondents expressed satisfaction with 128 people (61.8%), and those who were dissatisfied 79 people (38.2%).

Bivariate Analysis

Table 3. The Effect of Doctor Services on Patient Satisfaction of Social Security Organizing Agency Participants Non-Contribution Assistance Recipients

No	Doctor's Service	Patient Satisfaction of Social Security Organizing Agency Non-Contribution Assistance Recipients Participants				Total		*p-value*
		Satisfied		Dissatisfied				
		f	%	f	%	F	%	
1.	Good	103	73,6	37	26,4	140	100,0	0,000
2.	Bad	25	37,3	42	62,7	67	100,0	

Based on the table that of the 140 respondents who stated that the doctor's services were in the good category, the majority were satisfied as many as 103 people (73.6%), the minority were dissatisfied as many as 37 people (26.4%). Of the 67 respondents who stated that the services of doctors in the less category were dissatisfied as many as 42 people (62.7%), the minority was satisfied as many as 25 people (37.3%).

The results of statistical tests using the chi-square test in the 2x2 table, no cells with an expectation value of <5 were found so that continuity correction was used. Obtained p-value = 0.000<0.05 means that

there is an influence of doctor services on patient satisfaction of Social Health Insurance Administration Body participants who are not beneficiaries of contribution assistance at Kasih Ibu Lhokseumawe General Hospital.

Table 4. The Effect of Nurse Services on Patient Satisfaction of Social Health Insurance Administration Body Participants Non-Beneficiaries of Contribution Assistance

No	Nurses's Service	Patient Satisfaction of Social Health Insurance Administration Body non beneficiaries of contribution assistance Participants				Total		*p-value*
		Satisfied		Dissatisfied				
		f	%	f	%	F	%	
1.	Good	102	76,7	31	23,3	133	100,0	0,000
2.	Bad	26	35,1	48	64,9	74	100,0	

Based on the table showed that of the 133 respondents who stated nurse services in the good category, the majority were satisfied as many as 103 people (76.7%), the minority was dissatisfied as many as 31 people (23.3%). Of the 74 respondents who stated that nursing services in the less category were dissatisfied as many as 48 people (64.9%), minorities were satisfied as many as 26 people (35.1%).

The results of statistical tests using the chi-square test in the 2x2 table, no cells with an expectation value of <5 were found so that continuity correction was used. Obtained p-value = 0.000<0.05 means that there is an influence of nurse services on patient satisfaction of Social Health Insurance Administration Body participants who are not beneficiaries of contribution at Kasih Ibu Lhokseumawe General Hospital.

Table 5. The Effect of Medical Support Services on Patient Satisfaction of Social Health Insurance Administration Body Participants Non-Beneficiaries of Contribution Assistance

No	Medical Support Services	Patient Satisfaction of Social Health Insurance Administration Body Non beneficiaries of contribution assistance Participants				Total		*p-value*
		Satisfied		Dissatisfied				
		f	%	f	%	F	%	
1.	Good	101	73,2	37	26,8	138	100,0	0,000
2.	Bad	27	39,1	42	60,9	69	100,0	

Based on the table It showed that of the 138 respondents who stated medical support services in the good category, the majority were satisfied as many as 101 people (73.2%), the minority was dissatisfied as many as 37 people (26.8%). Of the 69 respondents who stated that medical support services were in the less category, the majority were dissatisfied as many as 42 people (60.9%), the minority was satisfied as many as 27 people (39.1%).

The results of statistical tests using the chi-square test in the 2x2 table, no cells with an expectation value of <5 were found so that continuity correction was used. Obtained p-value = 0.000<0.05 means that there is an influence of medical support services on patient satisfaction of social health insurance

administration body participants who are not beneficiaries of contribution assistance (at Kasih Ibu Lhokseumawe General Hospital.

Table 6. The Effect of Administration Services on Patient Satisfaction of social health insurance administration body Non- Beneficiaries Contribution Assistance Participants

No	Administration Service	Patient Satisfaction of social health insurance administration body Non beneficiaries of contribution assistance Participants				Total		*p-value*
		Satisfied		Dissatisfied				
		f	%	f	%	F	%	
1.	Good	102	72,3	39	27,7	141	100,0	0,000
2.	Bad	26	39,4	40	60,6	66	100,0	

Based on the table, showed that of the 141 respondents who stated administrative services in the good category, the majority were satisfied as many as 102 people (72.3%), the minority was dissatisfied as many as 39 people (27.7%). Of the 66 respondents who stated administrative services in the less majority category, 40 people were dissatisfied (60.6%), 26 people were satisfied with the minority (39.4%).

The results of statistical tests using the chi-square test in the 2x2 table, no cells with an expectation value of <5 were found so that continuity correction was used. Obtained p-value = 0.000<0.05 means that there is an influence of administrative services on patient satisfaction of social health insurance administration body participants who are Non beneficiaries of contribution assistance at Kasih Ibu Lhokseumawe General Hospital.

Table 7. The Effect of Timely Service on Patient Satisfaction of social health insurance administration body Participants Non beneficiaries of contribution assistance

No	Timely Service	Patient Satisfaction of social health insurance administration body Non beneficiaries of contribution assistance Participants				Total		*p-value*
		Satisfied		Dissatisfied				
		f	%	f	%	F	%	
1.	Good	102	72,9	38	27,1	140	100,0	0,000
2.	Bad	26	38,8	41	61,2	67	100,0	

Based on the table, showed that of the 140 respondents who stated timely service in the good category, the majority were satisfied as many as 102 people (72.9%), the minority was dissatisfied as many as 38 people (27.1%). Of the 67 respondents who stated timely service in the less category, the majority were dissatisfied as many as 41 people (61.2%), the minority was satisfied as many as 26 people (38.8%).

The results of statistical tests using the chi-square test in the 2x2 table, no cells with an expectation value of <5 were found so that continuity correction was used. Obtained p-value = 0.000<0.05 means that there is an effect of timely service on patient satisfaction of Social Health Insurance Administration Body

participants who are Non beneficiaries of contribution assistance at Kasih Ibu Lhokseumawe General Hospital.

Table 8. The Effect of Drug Availability on Patient Satisfaction of social health insurance administration body Non beneficiaries of contribution assistance

No	Effect of Drugs Availability	Patient Satisfaction of social health insurance administration body Non beneficiaries of contribution assistance Participants				Total		*p-value*
		Satisfied		Dissatisfied				
		f	%	f	%	F	%	
1.	Good	101	77,1	30	22,9	131	100,0	0,000
2.	Bad	27	35,5	49	64,5	76	100,0	

Based on the table showed that of the 131 respondents who stated the availability of drugs in the good category, the majority were satisfied as many as 101 people (77.1%), the minority were dissatisfied as many as 30 people (22.9%). Of the 76 respondents who stated the availability of drugs in the less category, the majority were dissatisfied as many as 49 people (64.5%), the minority were satisfied as many as 27 people (35.5%).

The results of statistical tests using the chi-square test in the 2x2 table, no cells with an expectation value of <5 were found so that continuity correction was used. Obtained p-value = 0.000<0.05 means that there is an effect of drug availability on patient satisfaction of social health insurance administration body participants who are Non beneficiaries of contribution assistance at Kasih Ibu Lhokseumawe General Hospital.

Table 9. The Effect of Inpatient Room Facilities on Patient Satisfaction of social health insurance administration body Participants Non beneficiaries of contribution assistance

No	Inpatient Room Facilities	Patient Satisfaction of social health insurance administration body Non beneficiaries of contribution assistance Participants				Total		*p-value*
		Satisfied		Dissatisfied				
		f	%	f	%	F	%	
1.	Good	106	76,8	32	23,2	138	100,0	0,000
2.	Bad	22	31,9	47	68,1	69	100,0	

Based on table It showed that of the 138 respondents who stated that the inpatient room facilities were in the good category, the majority were satisfied as many as 106 people (76.8%), the minority was dissatisfied as many as 32 people (23.2%). Of the 69 respondents who stated that inpatient room facilities were in the less category, the majority were dissatisfied as many as 47 people (68.1%), the minority were satisfied as many as 22 people (31.9%).

The results of statistical tests using the chi-square test in the 2x2 table, no cells with an expectation value of <5 were found so that continuity correction was used. Obtained p-value = 0.000<0.05 means that there is an influence of inpatient room facilities on patient satisfaction of social health insurance

administration body participants who are Non beneficiaries of contribution assistance at Kasih Ibu Lhokseumawe General Hospital.

Table 10. The Effect of Health Worker Competence on Patient Satisfaction of social health insurance administration body Non beneficiaries of contribution assistance

No	Health Worker Competence	Patient Satisfaction of social health insurance administration body Non beneficiaries of contribution assistance Participants				Total		*p-value*
		Satisfied		Dissatisfied				
		f	%	f	%	F	%	
1.	Good	98	79,7	25	20,3	123	100,0	0,000
2.	Bad	30	35,7	54	64,3	84	100,0	

Based on the table showed that of the 123 respondents who stated the competence of health workers in the good category, the majority were satisfied as many as 98 people (79.7%), the minority was dissatisfied as many as 25 people (20.3%). Of the 84 respondents who stated the competence of health workers in the less category, the majority were dissatisfied as many as 54 people (64.3%), the minority was satisfied as many as 30 people (35.7%).

The results of statistical tests using the chi-square test in the 2x2 table, no cells with an expectation value of <5 were found so that continuity correction was used. Obtained p-value = 0.000<0.05 means that there is an influence on the competence of health workers on patient satisfaction of social health insurance administration body participants who are Non beneficiaries of contribution assistance at Kasih Ibu Lhokseumawe General Hospital.

Multivariate Analysis

Table 11. Multiple Logistic Regression Test for Significant Variables

Variable	B	Sig.	Exp(B)	95%CI for Exp(B)
Doctor's services	1,148	0,009	3,151	1,339-07,415
Nurse services	1,983	0,000	7,264	3,123-16,896
Availability of the drug	1,509	0,000	4,523	1,988-10,292
Inpatient room facilities	1,838	0,000	6,283	2,625-15,034
Competence of health workers	1,646	0,000	5,185	2,313-11,626
Constanta	-11,815	0,000		

Based on the table above, it shows that the four variables that significantly affect the patient satisfaction of social health insurance administration body participants who are Non beneficiaries of contribution assistance at Kasih Ibu Lhokseumawe General Hospital (p = 0.000). While each variable has significant values as follows: doctor services (p = 0.009), nurse services (p = 0.000), drug availability (p = 0.000), inpatient room facilities (p = 0.000) and health worker competence (p = 0.000).

The most influential variable in this study is the nurse service variable which has a value of Exp(B) / OR = 7.264 meaning that patients who state good nurse service, have the opportunity to feel satisfied 7.2 times higher than patients who state nurse service is not good.

Tabel 12. Insignificant Variable Multiple Logistic Regression Test

No.	Variable	Sig. *(p-value)*
1.	Medical Support Services	0,327
2.	Administration Services	0,075
3.	Timely Service	0,311

Based on the results of the multiple logistic regression test, it also shows variables that do not affect patient satisfaction of social health insurance administration body participants who are Non beneficiaries of contribution assistance at Kasih Ibu Lhokseumawe General Hospital because it has a significant value of > 0.05 are variables of medical support services (p = 0.327), administrative services (p = 0.075) and timely services (p = 0.311).

DISCUSSION

Based on the results of the study, it shows that there is an influence of doctor services on patient satisfaction of social health insurance administration body participants who are non-beneficiaries of contribution assistance at Kasih Ibu Lhokseumawe General Hospital, p = 0.009<0.05. The variable of doctor service that has a value of Exp(B) / OR = 3.151 means that patients who state doctor services in the good category, have the opportunity to feel satisfied by 3.1 times higher than patients who state poor doctor services.

Research conducted (Rahmadani et al., 2021) on non-beneficiaries of contribution assistance social health insurance administration body participants at Government Hospitals in Makassar City found that there was a significant positive influence on the reliability of doctor services on patient satisfaction. This shows that the more reliable doctors in the hospital are in providing services, the higher patient satisfaction will be .

Based on the results of the study, it shows that there is an influence of nurse services on patient satisfaction of social health insurance administration body participants who are non-beneficiaries of contribution assistance at Kasih Ibu Lhokseumawe General Hospital, p = 0,000<0.05. The nurse service variable has a value of Exp(B) / OR = 7.264 meaning that patients who state good nurse service have a 7.2 times higher chance of feeling satisfied than patients who state poor nurse service.Previous research included Cambu, Korompis and Doda (2019) and (Imanuddin & Normaningrum, 2021) research which found that there was no significant influence

in the perception of the work with the motivation of nurses at the Inpatient Installation of GMIM Pancaran Kasih Hospital Manado. Research by (Karimah, 2020) with findings that one of the variables is related to the motivation of the work.

Research conducted by Rahmadani et al., (2021), (Mastuti, 2021) and (Rahmadani, Indar, 2021) at the Government Hospital in Makassar City that patient satisfaction is influenced by nurse responsiveness in providing services to non-beneficiaries of contribution assistance social health insurance administration body patients. The better the responsiveness of hospital nurses to patient complaints and problems, the better patient satisfaction will be. Research conducted by Imanuddin & Normaningrum (2021) found that the satisfaction of non-beneficiaries of contribution assistance social health insurance administration body patients with nursing services is still low. There are differences between social health insurance administration body patients and general patients regarding the quality provided by nurses in services such as differentiated treatment, and feeling that they are not served according to standard procedures (Al - Mukhtari, 2019).

Based on the results of the study, it showed that there was no effect of medical support services on patient satisfaction of social health insurance administration body participants who were non-beneficiaries of contribution assistance at Kasih Ibu Lhokseumawe General Hospital, $p = 0.327 > 0.05$. Research conducted by Karimah (2020) at BLUD RSUD H. Padjonga DG. Ngalle Takalar Regency found that there was a relationship between medical support services and the satisfaction of social health insurance administration body Inpatient Class III patients ($p = 0.001$). Based on the results of the study, it showed that there was no effect of administrative services on patient satisfaction of social health insurance administration body participants who were non-beneficiaries of contribution assistance at Kasih Ibu Lhokseumawe General Hospital, $p = 0.075 > 0.05$.

Based on the results of the study, it shows that there is no effect of timely service on patient satisfaction of social health insurance administration body participants who are non-beneficiaries of contribution assistance at Kasih Ibu Lhokseumawe General Hospital, $p = 0.311 > 0.05$. In line with (Waldi, 2019) research on outpatient at dr. Muwardi Surakarta Regional General Hospital which found that timely service is not related to outpatient satisfaction. Research conducted (Mahmud, 2022) on inpatients participating in social health insurance administration body Kesehatan at Ar-Rasyid Islamic Hospital Palembang found that timely service was not related to inpatient satisfaction.

Based on the results of the study, it shows that there is an effect of drug availability on patient satisfaction of social health insurance administration body participants who are non-beneficiaries of contribution assistance at Kasih Ibu Lhokseumawe General Hospital, p =

0,000<0.05. The variable availability of drugs that have a value of Exp(B) / OR = 4.523 means that patients who state the availability of drugs in the good category, have the opportunity to feel satisfied by 4.5 times higher than patients who state the availability of drugs is not good. The results of this study are in line with research conducted by (Sidqi, 2022) on social health insurance administration body patients at Apotek Sembada Sleman, resulting that most social health insurance administration body patients are satisfied with the availability of drugs at Aptek Sembada Sleman.

Based on the results of the study, it shows that there is an effect of inpatient room facilities on patient satisfaction of social health insurance administration body participants who are non-beneficiaries of contribution assistance at Kasih Ibu Lhokseumawe General Hospital, p = 0,000<0.05. The variable inpatient room facility that has a value of Exp(B) / OR = 6.283 means that patients who state that the inpatient room facilities are good, have the opportunity to feel satisfied by 6.2 times higher than patients who state that the inpatient room facilities are not good. In line with research conducted (Mahmud, 2022) found that there is a significant relationship between inpatient facilities and social health insurance administration body health patient satisfaction with the quality of class III inpatient services.

Based on the results of the study, it shows that there is an influence on the competence of health workers on patient satisfaction of social health insurance administration body participants who are non-recipients of contribution assistance (non-beneficiaries of contribution assistance) at Kasih Ibu Lhokseumawe General Hospital, p = 0,000<0.05. The variable competence of health workers who have a value of Exp(B) / OR = 5.185 means that patients who state the competence of health workers are good, have the opportunity to feel satisfied by 5.1 times higher than patients who state the competence of health workers is not good. This result is reinforced by the results of research conducted by (Rensi, 2019) at the Poncowati Health Center, Flygi District, Central Lampung Regency, showing that the competence of medical personnel has a positive and significant effect on patient satisfaction. This makes patients satisfied because health workers participate in carrying out services to the community, organizing health efforts that are comprehensive, integrated, equitable acceptable and affordable to the community with active community participation and using respondents to answer dissatisfied.

CONCLUSIONS

Based on the data from the research and after analysis and discussion, the author can conclude the findings of this study that Doctor services, nursing services, drug availability,

inpatient room facilities, and the competence of health workers affect the satisfaction of patients participating in social health insurance administration body non-beneficiaries of contribution assistance at Kasih Ibu Lhokseumawe General Hospital. And Medical Support Services, Administration Services and Timely Services does not affect patient satisfaction of social health insurance administration body participants who are non-beneficiaries of contribution assistance at Kasih Ibu Lhokseumawe General Hospital

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